

Domestic Violence

Battered Women's Shelter

BILINGUAL SHELTER FOR VICTIMS OF DOMESTIC VIOLENCE

Mailing Address:

315 W. 9th St., Ste. 101

Los Angeles, CA 90015

(323) 268-7564 Service/Intake and Hotline

PROGRAM/ELIGIBILITY

The agency provides a battered women's shelter for women 18 years and older and their children who are in Los Angeles County. Services are targeted, but not restricted, to Spanish-speaking women. Female children of all ages and male children age 10 and younger are accepted; up to three children per family can usually be accommodated, but exceptions may be made. Women are required to stay in the shelter at all times for 72 hours; afterwards may leave only when accompanied by shelter staff. The program can also accommodate women who are undocumented, if their children are US residents, women who are legally emancipated and pregnant women up to five months and women from outside the county who are fleeing a batterer. The program cannot accommodate women who use wheelchairs. The average length of stay is three to five days, however, exceptions may be made depending upon individual circumstances. There are no geographic restrictions.

LANGUAGES OTHER THAN ENGLISH

Spanish

APPLICATION PROCEDURE

Call to apply. Referring agencies call to confirm space availability and conference the caller with an intake worker. If accepted, transportation from a designated point, to the shelter is provided. ID is not required at the time of the interview, but applying for ID is required after entering the program.

HOURS

Intake hours are Monday through Friday, 8:00am to 3:00pm. In emergency situations the 24-hour hotline will do intake after 3:00pm.

FEES/PAYMENT SOURCE

There are no fees for services.

CENTER FOR THE PACIFIC-ASIAN FAMILY, INC.

543 N. Fairfax Ave., Rm. 108

Los Angeles, CA 90036

(323) 653-4042 Service/Intake and Hotline (Hotline 24 hrs)

PROGRAM/ELIGIBILITY

The program provides emergency and transitional shelter for women who are in crisis and their children. It accepts battered women and sexual assault survivors. Services are targeted, but not restricted, to Pacific Asians. The shelter accepts male children age 18 and younger and female children of any age. It cannot accommodate women who are active alcoholics or drug abusers, or women who have untreated mental illnesses. There is a five-day hold. The average length of stay is 30 days. There are no geographic restrictions.

LANGUAGES OTHER THAN ENGLISH

Asian Indian, Cambodian, Cantonese, Filipino, Japanese, Korean, Lao, Mandarin, Thai, Vietnamese; staff have access to interpreters who speak other Pacific Asian languages.

APPLICATION PROCEDURE

Call the hotline for service.

HOURS

Intake hours are Monday through Friday, 9:00am to 5:00pm; the agency will consider women for acceptance to the shelter at other hours, when necessary. The shelter operates Monday through Sunday, 24 hours per day.

FEES/PAYMENT SOURCE

The contribution for the shelter and food is \$2 per day per woman and \$1 per day per child, if the resident is able to pay. Women who have no funds will not be turned away.

FREE SPIRIT

Mailing Address:

315 W. 9th St., Ste. 101

Los Angeles, CA 90015

(323) 339-3940

Hotline/Talkline/Warmline (24 hrs)

(800) 548-2722

Hotline/Talkline/Warmline

PROGRAM/ELIGIBILITY

The agency provides a battered women's shelter for battered women and their children. Services are targeted to women who live in the West Los Angeles area; women from other areas, including women from outside the county who are fleeing a batterer, may also be served. Women must be age 18 or older and may be single or up to five months pregnant. Female children of all ages and male children up to age 10 are accepted. The agency serves women who are undocumented; it cannot accommodate women who use wheelchairs, emancipated minors, or women who abuse alcohol or drugs. Women may stay at the shelter once. There are no geographic restrictions.

LANGUAGES OTHER THAN ENGLISH

Spanish

APPLICATION PROCEDURE

Women may call directly to apply for shelter, or be referred by another agency. Referring agencies should call to confirm space availability and to conference the caller with the shelter for an intake interview. The shelter will pick up women from a designated point. ID is preferred, but not required.

HOURS

The shelter's intake hours are Monday through Saturday, 7:00am to 3:00pm. The hotline accepts intake calls Monday through Sunday, 24 hours per day.

FEES/PAYMENT SOURCE

A donation of \$3 a day for women and \$1 a day for children is requested, but can be waived.

JENESSE CENTER, INC.

P.O. Box 73837

Los Angeles, CA 90003

(800) 479-7328

Hotline/Talkline/Warmline (24 hours)

PROGRAM/ELIGIBILITY

The program provides a battered woman's shelter for battered women and their children, who are Los Angeles County residents, including pregnant women and emancipated minors. The shelter accepts female children of any age, and male children under the age of 12 years. Battered women may be accepted into the shelter regardless of when the domestic violence occurred. There is a 72-hour hold and employed women are asked to take a 30-day leave of absence from their jobs; the usual length of stay is 30 days, but may be extended to a maximum of nine months. The shelter can accommodate women who use wheelchairs if they are able to care for themselves. The shelter cannot accommodate women who abuse alcohol or drugs, who are violent, or who have a severe mental or emotional disturbance. There are no geographic restrictions.

LANGUAGES OTHER THAN ENGLISH

Spanish, Monday through Friday, 8:00am to 12:00 noon.

APPLICATION PROCEDURE

Call the appropriate phone number to apply. Referring agencies call to verify that space is available; conference the caller with the intake worker. Week-end and holiday intake process requires a referral and police report from the police's Mac unit after verifying the clients' situation. No ID is required.

HOURS

Intake hours are 24 hours per day, Monday through Sunday. Women move into the shelter Monday through Friday between 9:00am and 2:00pm.

FEES/PAYMENT SOURCE

There are no fees for services.

L A COUNTY DISTRICT ATTORNEY DOMESTIC VIOLENCE HOTLINE

210 W. Temple St., Ste. 18-709

Los Angeles, CA 90012

(800) 978-3600 (Hotline/Talkline/Warmline)

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| PROGRAM/ELIGIBILITY | <p>The division provides domestic violence services for Los Angeles County. Services include a hotline and spousal abuse prevention. There are no geographic restrictions.</p> <p>The domestic violence hotline provides information about battered women's shelters, TRO's and gives steps women can take for immediate safety. It also informs callers about victim's rights and makes referrals for emergency services such as food.</p> |
| LANGUAGES OTHER THAN ENGLISH | Hotline staff are available who speak Spanish; callers who speak other languages are referred to other agencies for assistance. |
| APPLICATION PROCEDURE | Call the hotline for assistance or information. |
| HOURS | The hotline operates Monday through Sunday, 24 hours per day. |
| FEES/PAYMENT SOURCE | There are no fees for services. |

MJB TRANSITIONAL RECOVERY, INC.

Flower House

11152 S. Main St.

Los Angeles, CA 90061

(213) 749-9021 Service/Intake

(213) 749-9070 Service/Intake

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| PROGRAM/ELIGIBILITY | The agency provides shelter services for battered women and their children in Los Angeles County. There are no age restrictions for the children, including males. Women with drug abuse problems are accepted. There are no geographic restrictions. |
| LANGUAGES OTHER THAN ENGLISH | Spanish |
| APPLICATION PROCEDURE | Call to apply. If no space is available in the shelter, intake workers will help find another shelter referral for the caller. Identification such as California Driver's License or California ID, Social Security number, and proof of income is required at intake. If a client has no documentation, staff will assist in the procurement of proper ID. |
| HOURS | Monday through Sunday, 24 hours per day. |
| FEES/PAYMENT SOURCE | There is a fixed fee of 30% of the person's income. The shelter also puts away 40% of the resident's income for savings, which is given to the woman as she leaves the shelter. |

Domestic Violence Services

ABOUT FACE: DOMESTIC VIOLENCE INTERVENTION PROJECT

3407 W. 6th Street, Ste. #700

Los Angeles, CA 90020

(213) 384-7084 Service/Intake

PROGRAM/ELIGIBILITY

The program provides domestic violence services for people who live in Los Angeles County. Services are targeted, but not restricted to the Spanish-speaking community. Services include adult diversion programs for batterers, including groups for men and for women; support groups for women and children; and spousal abuse counseling for men and for women. There are no geographic restrictions. The adult diversion program is offered for court-ordered male and female batterers. The program lasts 52 weeks and is probation department approved. The Staff makes progress reports to the court. Clients are required to attend four Alcoholics Anonymous meetings before completing the course and must present proof of attendance.

LANGUAGES OTHER THAN ENGLISH

Spanish

APPLICATION PROCEDURE

Call for an appointment.

HOURS

Tuesday through Friday, 11:00am to 7:00pm; evening and weekend hours are available.

FEES/PAYMENT SOURCE

There are no fees for the battered women and children's support groups; fees are paid by the California State Victim Assistance program for victims who have filed a police report. The fee for the adult diversion program is based on a sliding scale, which ranges from \$17 to \$65 per session. Court-ordered counseling groups for women are charged a small fee based on a sliding scale, which begins at \$5 per session.

AFRICAN COMMUNITY RESOURCE CENTER

532 S. Vermont Ave, Ste. #104

Los Angeles, CA 90020

(213) 637-1456 Administrative

(213) 637-1450 Service/Intake

PROGRAM/ELIGIBILITY

The agency provides domestic violence services for battered women in Los Angeles County. Services include spousal abuse counseling for battered women and for male batterers; spousal abuse prevention; and professional continuing education for social service workers on domestic violence issues. There are no geographic restrictions. Spousal abuse counseling may be individual counseling or group therapy. Professional staff facilitates groups. The program also provides culturally sensitive domestic violence training for social work and mental health case managers who work with the African community.

LANGUAGES OTHER THAN ENGLISH

Amharic, Arabic, Armenian, Creole, French; interpreters who speak other languages are available.

APPLICATION PROCEDURE

An appointment is required for services.

HOURS

Monday through Friday, 8:00am to 5:00pm.

FEES/PAYMENT SOURCE

There are no fees.

AVALON CARVER COMMUNITY CENTER

4920 S. Avalon Blvd.

Los Angeles, CA 90011

(323) 232-4391 Service/Intake and Administration

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| PROGRAM/ELIGIBILITY | The program provides domestic violence services to people who live in Los Angeles County. Services include a court approved male and female batterers program and spousal abuse counseling for both men and women. The program also provides anger management. There are no geographic restrictions. The batterers program runs 52 weeks and is court approved for both men and women. |
| LANGUAGES OTHER THAN ENGLISH | Cambodian, Spanish |
| APPLICATION PROCEDURE | Call or walk in to apply. |
| HOURS | Monday through Friday, 9:00am to 4:00pm. |
| FEES/PAYMENT SOURCE | Fees are set on a sliding scale ranging from \$9 to \$25 per week. |

ASSISTANCE LEAGUE OF SOUTHERN CALIFORNIA

1360 N. St. Andrews Pl.

Hollywood, CA 90028

(323) 469-5893 Service/Intake

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| PROGRAM/ELIGIBILITY | The agency provides domestic violence services for people who live in Los Angeles County. Services include an adult diversion program, spousal abuse counseling for battered women and family violence counseling. There are no geographic restrictions. The adult diversion program is for court-referred male and female batterers, age 18 and older. The groups meet for 52 weekly sessions. The agency provides progress reports to the courts. The program provides support groups for battered women, age 18 and older. The program also provides family violence counseling for families with children, and support groups for children. |
| LANGUAGES OTHER THAN ENGLISH | Spanish |
| APPLICATION PROCEDURE | Call for an appointment. |
| HOURS | The adult diversion program for men in English is Monday, 6:00pm to 7:50pm; in Spanish, Tuesday, 5:30pm to 7:20pm and Thursday, 5:30pm to 7:20pm. The diversion program for women in English is Wednesday, 6:15pm to 8:05pm; in Spanish, Monday, 1:30pm to 3:20pm. The battered women support group in Spanish is Wednesday, 9:00am to 10:15am. |
| FEES/PAYMENT SOURCE | The fee for the batterer's group is \$20 per session. Fees for other services are set on a sliding scale that begins at \$0. |

BILINGUAL SHELTER FOR VICTIMS OF DOMESTIC VIOLENCE

315 W. 9th Street, Ste #101

Los Angeles, CA 90015

(213) 253-5959 Administrative

(323) 268-7564 Bilingual Shelter Intake

(800) 548-2722 Service/Intake

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| PROGRAM/ELIGIBILITY | The agency provides domestic violence services for battered women in Los Angeles County. Services are targeted, but not restricted, to Spanish-speaking women; they include a 24 hour domestic violence hotline, and TRO assistance. There are no geographic restrictions. The hotline provides specialized information and referral and spousal abuse counseling. Hotline staff will assist women in obtaining a TRO by faxing information in to the courts directly from their main office. |
| LANGUAGES OTHER THAN ENGLISH | Spanish |
| APPLICATION PROCEDURE | Call for service. |
| HOURS | The hotline operates Monday through Sunday, 24 hours per day. |
| FEES/PAYMENT SOURCE | There are no fees for services. |

BOYLE HEIGHTS FAMILY RECOVERY CENTER

3421 E. Olympic Blvd.

Los Angeles, CA 90023

(323) 262-1786 Service/Intake

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| PROGRAM/ELIGIBILITY | The agency provides domestic violence services for adults. Services include 52-week court-approved programs for court-ordered male and female batterers; the program also provides anger management in 16, 32, and 52 week sessions. There are no geographic restrictions. |
| LANGUAGES OTHER THAN ENGLISH | Spanish; the women's group is now bilingual (English/Spanish). |
| APPLICATION PROCEDURE | Walk in to apply. |
| HOURS | Monday and Wednesday, 8:00am to 8:00pm; Tuesday and Thursday, 8:00am to 7:30pm; and Friday, 8:00am to 5:00pm. |
| FEES/PAYMENT SOURCE | Fees are \$1,375 for the 52-week program; anger management program intake fee is \$50, and \$25/per class. |

CENTER FOR THE PACIFIC-ASIAN FAMILY, INC.

543 N. Fairfax Ave., Rm. 108

Los Angeles, CA 90036

(323) 653-4042 Service/Intake and Hotline (24 hrs)

PROGRAM/ELIGIBILITY

The program provides domestic violence services for families in Los Angeles County. Services include a domestic violence hotline, spousal abuse counseling, case management and victim's advocacy, and TRO assistance, and volunteer opportunities. Services are targeted, but not restricted to Pacific Asian families. There are no geographic restrictions. The hotline provides telephone crisis intervention for battered women and performs intake screening for the agency's shelter. The hotline provides information, counseling, and support. Referrals are made for medical and legal services and other related services. The program also provides TRO assistance for battered women.

LANGUAGES OTHER THAN ENGLISH

Asian Indian, Cambodian, Cantonese, Chiu Chow, Filipino, Indonesian, Japanese, Korean, Lao, Mandarin, Thai, Vietnamese; staff have access to interpreters who speak other Pacific Asian languages.

APPLICATION PROCEDURE

Call to apply.

HOURS

The hotline operates Monday through Sunday, 24 hours per day. Intake hours for counseling, domestic violence prevention and TRO assistance are Monday through Friday, 9:00am to 5:00pm; service hours vary.

FEES/PAYMENT SOURCE

There are no fees for services.

CHILDREN'S INSTITUTE INTERNATIONAL

711 S. New Hampshire Ave,

Los Angeles, CA 90005

(213) 385-5100 Service/Intake

PROGRAM/ELIGIBILITY

The institute provides child abuse services for children of all ages and their families in Los Angeles. Services include children's protective services, child abuse prevention and counseling, childcare centers, emergency response and an infant day care center for children who have been exposed prenatally to drugs. Age requirements apply for some services; there are no geographic restrictions. Child abuse treatment includes evaluation, treatment and supportive services for children who have been emotionally, physically or sexually abused or neglected, and their families. Individual, family and group treatment is provided

LANGUAGES OTHER THAN ENGLISH

Farsi, Spanish, Tagalog

APPLICATION PROCEDURE

Call to apply; an appointment is required.

HOURS

Monday through Friday, 8:30am to 5:00pm. Intake hours for the shelter program and drug-exposed infant day care are Monday through Sunday, 24 hours per day. Service hours vary; evening appointments are available.

FEES/PAYMENT SOURCE

Fees are set on a sliding scale that generally starts at \$0; no one is turned away due to inability to pay. Private insurance is accepted.

CHINATOWN SERVICE CENTER

767 N. Hill St. #400

Los Angeles, CA 90012

(213) 808-1700 Service/Intake and Administration

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| PROGRAM/ELIGIBILITY | The agency provides mental health services for people in Los Angeles. The counseling program provides individual, group and family counseling. Services include crisis intervention, marriage counseling, child abuse prevention and treatment, domestic violence services, parent education, specialized information and referral, and youth services. |
| LANGUAGES OTHER THAN ENGLISH | Cantonese, Mandarin, and Vietnamese; some services are available in Armenian, Lao, Spanish and Russian. |
| APPLICATION PROCEDURE | Call to schedule an appointment. |
| HOURS | The center is staffed Monday through Friday, 8:30am to 5:30pm; Saturday, 8:30am to 12:30pm. Evening hours are available for some services. Program and service hours vary. |
| FEES/PAYMENT SOURCE | Most services are free. Counseling fees are based on a sliding scale. |

COMMUNITY COUNSELING CENTER

1200 Wilshire Blvd, Ste. #208

Los Angeles, CA 90017

(213) 481-1347 ext. 224 Service/Intake

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| PROGRAM/ELIGIBILITY | The program provides domestic violence services for women who live in Central Los Angeles, Macarthur Park, Pico-Union and West Adams areas of Los Angeles. Services are targeted, but not restricted to low-income, Spanish-speaking women. The program provides group counseling for women who have been battered. There are no geographic restrictions. |
| LANGUAGES OTHER THAN ENGLISH | Spanish |
| APPLICATION PROCEDURE | Call for an intake appointment. |
| HOURS | Intake hours are Monday through Friday, 8:30am to 5:00pm. The group meets in the evening. |
| FEES/PAYMENT SOURCE | Fees are set on a sliding scale that ranges from \$0 to \$84 per session. No one is denied service due to inability to pay. |

EL CENTRO DE AYUDA CORPORATION

2130 E. First St.
Los Angeles, CA 90033
(323) 265-9228 Service/Intake

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| PROGRAM/ELIGIBILITY | The program provides domestic violence services for people of all ages who live in Los Angeles County. Services include adult diversion for court-ordered and self-referred individuals and spousal abuse counseling for battered men and women. Services are divided separate programs for court-ordered and self-referred individuals. Self-referred individuals must live in CIPA 1, (90023, 90031, 90032, 90033, 90039, 90041, 90042, 90065); court-ordered individuals are accepted from anywhere in the county. Geographic restrictions apply for some services. Adult diversion is a one year program for male and female batterers. Staff will provide progress reports for the court. |
| LANGUAGES OTHER THAN ENGLISH | Spanish |
| APPLICATION PROCEDURE | Call to apply; proof of residence, court order documentation, photo ID, and verification of income is required. |
| HOURS | Monday through Friday, 8:00am to 5:00pm. Appointments are available Monday through Thursday, 8:00am to 9:00pm. |
| FEES/PAYMENT SOURCE | There are no fees for spousal abuse counseling or for adult self-referred residents of CIPA 1. The fee for court-ordered adult diversion is set on a sliding scale starting at \$810. |

INSTITUTE FOR MULTICULTURAL COUNSELING

3580 Wilshire Blvd., Ste. #2000
Los Angeles, CA 90010
(213) 381-1250 Service/Intake

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| PROGRAM/ELIGIBILITY | The agency provides Probation Department and CalWORKs approved domestic violence services. Services are targeted, but not restricted, to people who live in Los Angeles County Superior Court Central Los Angeles District (SCC); all services are provided in multiple languages. Services include batterers' programs for men and women, community education, family violence outreach and prevention programs and provides victim support services for CalWORKs recipients. It also provides reports to the Probation Department for court-referred batterers. There are no geographic restrictions. 52-week Batterers' programs are restricted to court-referred individuals and include same-gender group counseling, individual counseling, parenting skills development and psychological assessment. |
| LANGUAGES OTHER THAN ENGLISH | Armenian, Farsi, Russian and Spanish |
| APPLICATION PROCEDURE | Call for an appointment. |
| HOURS | Monday through Friday, 9:00am to 5:00pm and by appointment; Services are also provided on Saturday by appointment only. |
| FEES/PAYMENT SOURCE | There are no fees for CalWORKs participants and family members; otherwise, fees are set on a sliding scale ranging which starts at \$20. No one is turned away for lack of ability to pay. Medi-Cal, Medicare and private insurance are accepted. |

KOREAN AMERICAN FAMILY SERVICE CENTER

3727 W. 6th Street, #509

Los Angeles, CA 90020

(213) 389-6755 Service/Intake

PROGRAM/ELIGIBILITY

The center provides domestic violence for adults in Los Angeles County. Services are targeted, but not restricted, to Korean-Americans. Services include adult diversion, counseling and domestic violence prevention. There are no geographic restrictions. The center's provides an adult diversion program for court-referred batterers. This is a 52-week program that meets court requirements. Services for battered women include individual and group counseling. The center provides domestic violence prevention to the Korean-American community through community education. Speakers are available to make educational presentations about domestic violence to community groups.

LANGUAGES OTHER THAN ENGLISH

Korean

APPLICATION PROCEDURE

Call to apply for services. Batterers must attend intake interview and provide court documents or court case number.

HOURS

Intake hours are Monday through Friday, 9:00am to 5:30pm.

FEES/PAYMENT SOURCE

There are no fees for services for battered women; donations are requested, but not required, for domestic violence prevention. Fees for the adult diversion are \$35 per session.

LOS ANGELES COMMISSION ON ASSAULTS AGAINST WOMEN

605 W. Olympic Blvd, Ste. #400

Los Angeles, CA 90015

(877) 633-0044 Service/Intake/Talkline/Warmline (Stalking Hotline)

(310) 392-9391 Service/Intake and Hotline (24 hrs)

(213) 626-3393 Service/Intake and Hotline (24 hrs)

(213) 955-9095 Hotline (Voice and TDD) (TDD Stalking Hotline)

PROGRAM/ELIGIBILITY

The program provides domestic violence services for women in Los Angeles County. Services include a 24-hour hotline, information and referral, spousal abuse counseling, spousal abuse prevention and a teen abuse prevention program. There are no geographic restrictions. The 24-hour hotline provides telephone information by voice and TDD about adult and child sexual assault, including incest, and battering for survivors and the public. Information about and referrals to medical, legal, mental health, and other related resources are provided. Crisis and supportive telephone counseling are available for survivors and their significant others; advocacy with other agencies, accompaniment to the hospital or court, and short-term in-person peer counseling for recently assaulted survivors can also be arranged.

LANGUAGES OTHER THAN ENGLISH

American Sign Language, Spanish

APPLICATION PROCEDURE

Call for service.

HOURS

The hotline operates Monday through Sunday, 24 hours per day; the TDD line operates Monday through Friday, 9:00am to 5:00pm. Other service hours vary.

FEES/PAYMENT SOURCE

There are no fees for services.

NESS COUNSELING CENTER, INC.

8512 Witworth Dr. #102

Los Angeles, CA 90035

(310) 360-8512 Service/Intake and Administration

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|------------------------------|---|
| PROGRAM/ELIGIBILITY | The agency provides domestic violence services for people who live in Los Angeles County. Services include adult diversion for male/female batterers and child abusers including court-ordered individuals, anger management, batterers groups for men and women and spousal abuse counseling. There are no geographic restrictions. The batterers and child abuse programs meet for two hours a week for 52 weeks. The anger management program meets for two hours a week for 26 weeks. Progress reports are created and submitted to courts upon request of the court. |
| LANGUAGES OTHER THAN ENGLISH | Farsi, Hebrew, Russian, Spanish, Yiddish; non-English services are provided through translators. |
| APPLICATION PROCEDURE | Call for an appointment. |
| HOURS | Monday, Tuesday, Wednesday and Thursday 9:00am to 5:00pm; Friday, 9:00am to 4:00pm; Sunday, 9:00am to 6:00pm. |
| FEES/PAYMENT SOURCE | Fees are set on a sliding scale that ranges from \$10 to \$75. |

WOMEN HELPING WOMEN SERVICES

543 N. Fairfax Ave.

Los Angeles, CA 90036

(323) 651-2930 Administration

(877) 655-3807 Service/Intake (Toll Free Talk Line/Help Line)

(323) 655-3807 Service/Intake (Talk Line/Help Line)

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| PROGRAM/ELIGIBILITY | Talk line staff provide counseling and support for people experiencing emotional crises; life transitions including marriage, motherhood, divorce, widowhood or job career changes; poverty; homelessness; domestic violence; or child abuse. People may call if they are experiencing a crisis or if they just need to talk to someone. Referrals for additional related services are provided as necessary. When appropriate and requested, callers may be offered general counseling services in face-to-face sessions. Additional support programs are then available. |
| LANGUAGES OTHER THAN ENGLISH | Farsi, French, Hebrew, Russian, Spanish, Yiddish |
| APPLICATION PROCEDURE | Call the help line for information or services. Clients must be referred for additional agency services through the help line. |
| HOURS | Administrative hours are Monday, 9:00am to 5:00pm; Tuesday, Wednesday, Thursday, 9:00am to 9:00pm; and Friday, 9:00am to 3:30pm. The talk line operates Monday, 10:00am to 1:00pm; Tuesday, Wednesday, and Thursday, 10:00am to 1:00pm and 6:00pm to 8:00pm. It is closed on Friday; however, counseling services are available Friday, 9:00am to 3:30pm. Twenty-four hour voice mail records messages and suggests other resource numbers when the program is not staffed. |
| FEES/PAYMENT SOURCE | There are no fees for talk line assistance. Fees for individual counseling, and support group sessions are set on a sliding scale that ranges from \$5 to \$60. No one is turned away due to inability to pay. |